

Q. What if I think I am being bullied?

A: Bullying is treating someone in an intimidating way, being repeatedly cruel to someone who is weaker, or behaving aggressively. It is never acceptable. Do not let it continue. Make it clear to the person that you will report it if it continues and speak to a member of staff in confidence.

What do I do if I feel unsafe?

A. If you feel unsafe and at risk of being harmed by someone you know you should speak with your tutor or other trusted member of staff. We are committed to promoting the wellbeing of all of our learners.

Q: What can I do if I feel I have been treated unfairly because I am disabled?

A: All our staff do their very best to give extra support when it is needed. If there is a problem, please speak to your tutor or any member of staff and we will do our best to sort things out quickly. If you think another learner is treating you unfairly, please talk to your tutor, as this is not acceptable and we will take action.

Q: Why do you ask me for personal, sensitive information?

A: We want to offer learning opportunities to as many adults, families and groups in Kent as possible. Knowing more about current learners will help us work out new ways of reaching others, so we give everyone a fair chance.

Q: Can I refuse to answer these questions?

A: Yes, but we hope that if you understand why we are asking, you won't mind! It will help us to include everyone in what we do and what we can offer.

After all, everyone matters and deserves a fair chance.



**COMMUNITY
LEARNING
AND SKILLS**

Everyone matters Are you being treated fairly?



Community Learning and Skills is committed to fairness and equality of access, opportunity and achievement for all learners.

We expect all staff and learners to treat everyone with dignity and respect, regardless of individual differences in age, background, disability, gender, gender identity, race, religion or belief, or sexual orientation.

So, what does that actually mean in practice? We answer a few of your questions in this leaflet.

Q: Does “promoting equality” mean treating everyone the same?

A: No, it means treating everyone as individuals. We are ALL different and we expect everyone to treat each other with dignity and respect. Everyone must feel safe, welcomed and valued.

Q: What does “discriminate” actually mean?

A: It means treating someone unfairly, perhaps because of their race, gender, age, culture, sexual orientation, disability or background. We do not discriminate against any learner. Nobody will be denied any learning opportunity by any form of discrimination. We actively promote the inclusion of ALL our learners in all aspects of learning with us.

Q: What if another learner is rude or unkind to me?

A: As a golden rule, we expect all our learners to treat everyone as they themselves would wish to be treated, with tolerance and understanding. We have a Learner Charter that ALL learners must respect. Please speak to a member of our staff if you are concerned.

Q: How do I access information, advice and guidance?

A: We aim to offer impartial and objective information and advice on learning opportunities and courses to help learners make the right decision on what to do next. Please speak with our centre staff, they will be able to provide help or refer you to another service or agency as appropriate for your needs.

Q: How can I get a copy of the Learner Charter?

A: You will find a copy of the Learner Charter in our main centres, on our website, or you can ask your tutor.

Q. What if I can't read it easily or don't understand it?

A. We always do our best to use plain language, but know that some people find reading more difficult than others. We have a short version with graphics. You may also ask your tutor or a member of our staff to explain in a way that you understand.

Q: What is meant by “harassment”?

A. “Harassment” is unwelcome physical or verbal behaviour that is offensive to one person or a group and creates a difficult or hostile environment.

It may be related to gender, disability, age, religion, nationality, sexual orientation or some other personal characteristic.

Some examples of harassment are indecent remarks, ridicule, malicious gossip, touching, and aggressive behaviour.

Harassment is not acceptable. CLS aims to provide a caring and safe place for ALL learners that is free from all forms of harassment or bullying. If you wish to make a complaint, it will be investigated and appropriate action taken.

Q: What can I do if I feel I have been treated badly by someone else because of a personal characteristic?

A: CLS will not tolerate any form of personal insults or abuse by anyone. Even if someone makes a comment they don't think matters or hurts anyone else, if you think it is offensive, either to yourself or someone else, you can report this to a member of staff. We will ALWAYS investigate.